

**From:** [SMCNotifications](#)  
**To:** [RCA Telecom Outages](#)  
**Cc:** [SMC - Communications Team](#); [Outage Reports](#); [GCI 911 Coordinator](#)  
**Subject:** Network Outage Notification  
**Date:** Wednesday, January 17, 2024 10:07:56 AM  
**Attachments:** Image-94a4451d1c9277cb9a87a64277943a2c322ca142e6.png  
**Importance:** High

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**General Communications Corp.**  
2550 Denali St., Ste. 1000  
Anchorage, AK 99503



January 17, 2024

Regulatory Commission of Alaska  
701 West 8<sup>th</sup> Avenue, Suite 300  
Anchorage, AK 99501-3469

RE: Network Outage Notification

Dear Commission:

Pursuant to 3 AAC 52.320(b), GCI Communication Corp. is submitting notification of a service outage.

Certificate:	419
Ticket:	312063
Exchange:	BIRCH CREEK
Date:	January 8, 2024 00:00 - January 16, 2024 15:50
Problem:	CUSTOMERS WERE UNABLE TO PLACE/RECEIVE LONG DISTANCE CALLS IN BIRCH CREEK.
Cause:	FAILED NETWORK EQUIPMENT.
Subscribers:	Wireless & Wireline
Solution:	SERVICES RECOVERED AFTER GCI TECHNICIANS REPLACED THE FAILED NEWORK EQUIPMENT AND VERIFIED CONFIRMED TEST CALLS.

If additional information is necessary, please contact Bob Smith (941) 773-7450.

*Sincerely,*  
ELIJAH CANO  
GCI | Telecommunications Intern

{CMI: MCID2062147}